



# Just the Facts

## Regional Veterans Job Fair

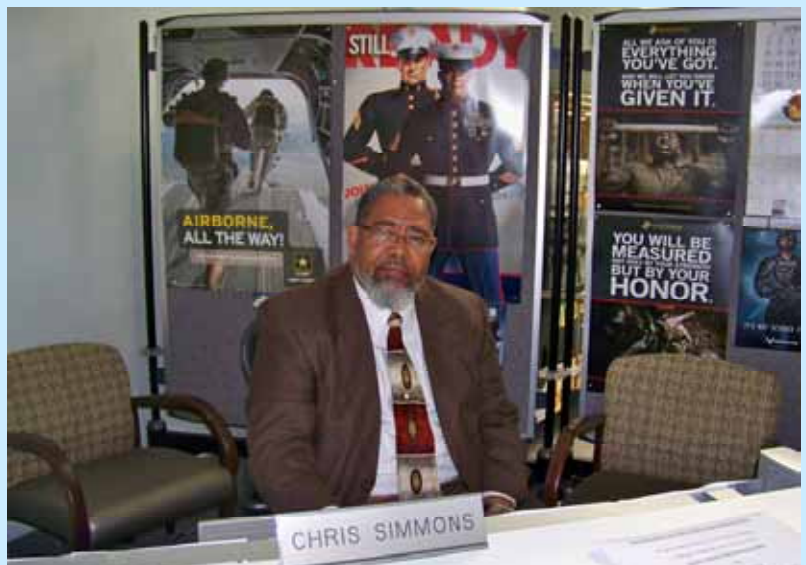
Salem VAMC, Virginia Employment Commission (VEC), Virginia Wounded Warrior Program, Roanoke VA Regional Office (VARO), and community service providers are partnering to sponsor a **VETERANS ONLY Job Fair** on Wednesday, April 25, 2012, from 9:00 am—2:00 pm in the Auditorium (Building 5).

About 40 employers and service providers will be available to discuss job opportunities and offer assistance to Veterans in completing the application process. Staff will be on hand to assist with application submissions, resume preparation, and tips and tools to help Veterans get hired. Veterans benefits and resources information will be available.

Watch for updates on our website [www.salem.va.gov](http://www.salem.va.gov) and on our Facebook page <http://www.facebook.com/SalemVAMC>. For more information about the Job Fair please call 1-888-982-2463, ext. 2520; or (540) 204-9747.

Veterans: Did you know that here at Salem VAMC there is a VEC resource booth in the main lobby? Mr. Chris Simmons, VEC Representative, is here on Monday-Friday from 9a-4:30p. This resource has been available since April 2010; and has helped about 10-15 Veterans get jobs to date. Let him show you how to register online with the Virginia Workforce Network to receive notices about available employment opportunities.

**Miguel H. LaPuz, MD, MBA**  
Director



Mr. Chris Simmons, Virginia Employment Commission (VEC) Representative, is available in the main lobby to talk with Veterans about employment opportunities. (Photo by Marian McConnell)

# Rural Outreach

Salem VAMC has a Rural Health Team to provide information and education to Veterans in our catchment areas. The team is under Salem VAMC's Primary Care Service Line, and works closely with Home Based Primary Care, Tele-medicine, Women's Health, Mental Health, OEF/OIF/OND Coordinator, and other services.

Recently the Team shared information about VA health care services at: VFW Post 1033 in Covington, Clergy Training Project at First Presbyterian Church in Danville, YMCA in Alta Vista, VFW Post 1115 in Hillsville, the Senior Center in Waynesboro, and the Vietnam Veterans Homecoming Celebration at Charlotte Motor Speedway in South Concord, NC.

## Upcoming Rural Health Outreach Events:

- ♦ April 5 from 9a-12p—VFW Post 1033 in Covington, VA
- ♦ April 9 from 9a-12p—YMCA in Alta Vista, VA
- ♦ April 10 from 8:30a-4p—Rural Clergy Training in Staunton, VA
- ♦ April 10 from 9a-12p—VFW Post 1115 in Hillsville, VA
- ♦ April 11 from 9:30a-1p—VFW in Bluefield, WV
- ♦ April 13 from 10a-1p—Virginia Employment Commission in Galax, VA
- ♦ April 16 from 10a-2p—County Library in Floyd, VA
- ♦ April 17 from 9a-1p—VFW Post 1944 in Lexington, VA
- ♦ April 18 from 9a-1p—Volunteer Fire Department in Clifton Forge, VA
- ♦ April 20 from 10a-2p—CBOC in Danville, VA
- ♦ April 20 from 4-6p—Sexual Assault Awareness Walk at Salem VAMC
- ♦ April 24 from 9a-1p—Welcome Center in Bedford, VA
- ♦ April 25 from 9a-2p—Regional Veterans Job Fair at Salem VAMC

More information and upcoming events open to the public are posted on our website at [www.salem.va.gov](http://www.salem.va.gov) in the events calendar.

If you would like to invite the Rural Health Team to an event or to speak with your organization, please contact Marian McConnell at (540) 855-3460 or email at [marian.mcconnell@va.gov](mailto:marian.mcconnell@va.gov).





## THE ULTIMATE GIFT

*Submitted by Marian McConnell*

Dean Harris, 30, of Troutville, Va., served in the Air Force and was stationed at Malmstrom AFB in Great Falls, Mt. He didn't realize he was sick until he collapsed in June 2010 and was diagnosed with IgA disease -- IgA nephropathy is a kidney disorder that occurs when IgA — a protein that helps the body fight infections — settles in the kidneys. He began home dialysis while in Montana. He says, "my 3-year old daughter, Natalie, could explain how to do it and helped me with the process."

Dean moved back to Troutville and began receiving dialysis at Salem VAMC in August 2010. He was on a waiting list for a kidney transplant; most people have to wait about 3-5 years for a kidney. During that time, 37 people offered to donate a kidney to Dean. Most were his "old Air Force buddies," from as far away as Alaska and Florida. He didn't ask anyone to donate; the offers were all voluntary.

Dean's best friend since 3rd grade is Daniel Hunt, 29, of Fincastle, Va. They grew up hunting and playing sports together, and Daniel, "got tired of Dean looking [sick]." He offered one of his kidneys, and they began preparing for surgery which was to take place in October 2011. Daniel was educated on the risks of the surgery, but he said "It didn't matter... I was going to do it anyway." Some tests came back that indicated they were not an acceptable match; so the surgery was cancelled. Soon after, they were retested, and it was determined they were indeed compatible so the surgery was done on February 16, 2012 at the Pittsburgh VAMC. The surgery was a success.

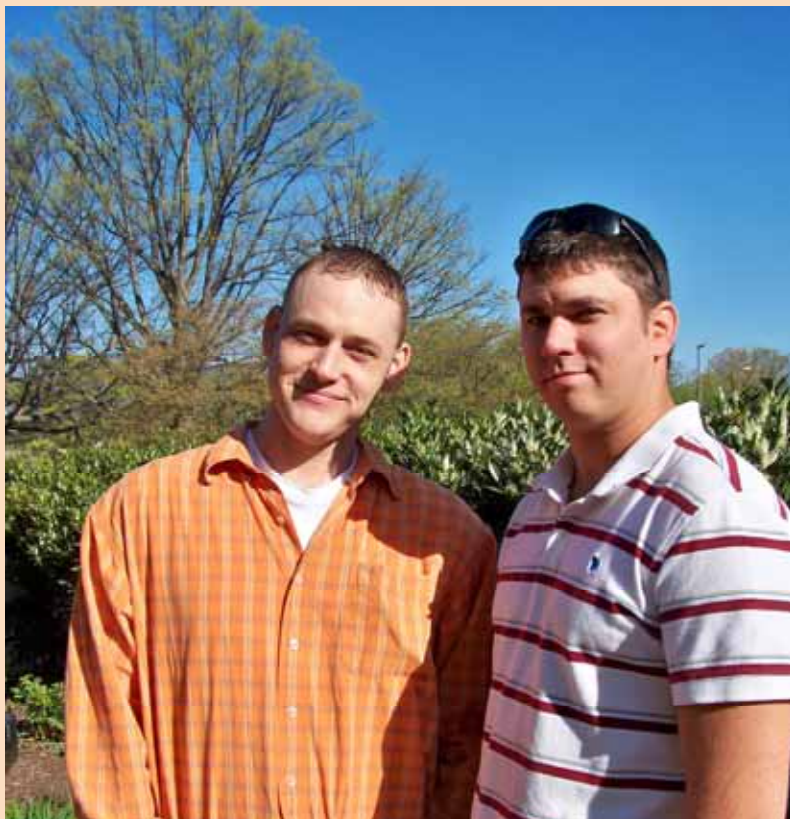
Recovery usually takes 3-4 days for the donor, but Daniel was out of the hospital in 2 days, and was cleared to return to his welding job within 6 weeks. He said it was challenging financially; especially because he was out of work for 6 weeks during the surgery and recuperation. But it was something he had to do.

Dean says it's "wonderful not to have to have dialysis -- which I had to do for 4 hours, 3 days a week -- although I miss the people in the Dialysis Unit. They were like family."

Natalie says "Daddy can run faster now."

Dean does have to take more medications now; some of which are to prevent his body from rejecting the transplanted kidney, but "it's worth it; and I can eat and drink what I want." He claims having Daniel's kidney makes him like spicy foods now. He says he's been told if he gets through the first year without any major issues, he should be able to look forward to a long, productive life. He starts a new job soon, and is going to ITT for an Electrical Engineering degree. He looks forward to spending time with Natalie; and with Daniel and Daniel's 3-year old son, Nathan.

"I'm happy that medical technology made this all possible. Besides, I'm too stubborn to die," said Dean.



Dean Harris (left) received a kidney from his best friend, Daniel Hunt (right) in February of this year — the ultimate gift.  
Photo by Marian McConnell

## EMPLOYEES ENSURE UNINTERRUPTED MEAL DELIVERY FOR PATIENTS

*Submitted by Kristhy Suhr, RD*

A combination of rain, snow, and elevator downtime might otherwise have delayed meal service to Building 8 had it not been for a group of dedicated volunteers at the Salem VAMC.

Staff from across the Medical Center, including members from top management, volunteered to ensure meals were delivered to the Veterans located on the 1<sup>st</sup> and 2<sup>nd</sup> floors of Building 8 at 6:30 AM, 11:30 AM, and 4:30 PM daily for a period of approximately 7 days.

A chain of volunteers, comprised of approximately 6-10 people at any given meal period, took position in the stairwell of Building 8, and waited for food trucks to be delivered from the Main Kitchen in Building 4. Nutrition & Food Service truck drivers took extra caution when routing the meal trucks outdoors in lieu of the elevator downtime. Upon delivery, trays were carefully maneuvered up the stairwell and into the dining rooms. Nursing personnel played an integral role in ensuring meals were transitioned from the stairwell to the ward without interruption.

Not a single meal was missed or delayed due to the efforts of such dedicated staff. The morale and spirit of teamwork was high amongst staff members. The commitment, advocacy, and excellence demonstrated by staff show that we not only CARE about serving our Veterans, but that these core principles govern our workplace and permeate through the internal and external customers in which we serve.



|                   |                    |                       |                    |
|-------------------|--------------------|-----------------------|--------------------|
| Joan Aders        | Michelle Hairfield | Gerald Killiam        | Cheryl Peevey      |
| Sam Bailey        | Bonnie Harbourt    | Donna Lambert         | Ryan Pleasants     |
| Ann Benois        | Crystal Harrington | Dr. Miguel LaPuz      | Kristina Ray       |
| Magna Brito       | Dale Hendley       | ShirleyLautenschlager | Nathan Rivers      |
| Robert Brooks     | Leslie Hindle      | Stanley Malek         | Evelyn Sayers      |
| Denise Clark-Gray | Jennifer Holland   | Dr. Maureen McCarthy  | Dr. Delmar Short   |
| Monica Coles      | Stony Humphreys    | Tim McGuigan          | Rebecca Simmons    |
| Joselyn Cutlip    | Elbert Jackson     | Theresa McGuigan      | Rebecca Stackhouse |
| Robert Dore       | James Kelly        | Nikki Moore           | Kristy Suhr        |
| Barbara Fasnacht  | Julie Kelly        | Megan Murray          | Maridel Veloso     |
| Jesse Gearheart   | Tammy Kendrick     | Angel Osiruphu-el     | Sharon White       |
| Annie Grause      | Cynthia Killiam    | Tawonda Noel          | Angela Wilson      |



## NEW CHIEF VOLUNTARY SERVICE & NEW CUSTOMER SERVICE MANAGER

“Hello, I am **Ryan Pleasants** and excited to be joining the Salem VAMC family as the new Chief, Voluntary Service. My hometown is Lafayette, Louisiana. I am a graduate of Louisiana Tech University and the University of Louisiana. I started my VA career as a 2008 Technical Career Field Intern (TCF) in Voluntary Service and transitioned to a Voluntary Service Specialist position at the VA in Dayton, Ohio. My wife, Lindsey, is a teacher in Dayton and will move to Salem after the current school year. The Salem area is a beautiful place to live and I look forward to meeting and working with the great volunteers and staff here at Salem. I am located in the basement, Building 12, Room 9 and have received a warm welcome from Ms. Terri McGuigan (Voluntary Service Assistant) and Ginny Hoover (VAVS TCF Intern). We are always looking for new volunteer opportunities at the medical center so don't hesitate to stop in or email me your suggestions to improve the services we provide for Veterans.



Don't forget that the week of April 15-21 is National Volunteer Week. Please take time out to thank our hard working volunteers who support our many Veteran needs and programs.”

**Ann Benois** began her Salem VAMC career in 1975 as a GS-2 outpatient clerk. Through her career, she has held positions ranging from clerical/secretarial to Administrative Officer of the Day (AOD); Supervisor of Admissions; Section Chief in Primary Care (oversight of 80 administrative/clerical support staff); External Public Affairs Officer and Chief, Voluntary Service.

“Each position always held its challenges, opportunities and accomplishments but the most rewarding has been the privilege of working with Veterans, families, volunteers, staff, and countless others in our community. I look forward to continuing my journey in a new capacity as Customer Service Manager. Please do not hesitate to contact me with your suggestions and ideas - I look forward to hearing from you!”

## RESEARCH PARTICIPANTS NEEDED

*Submitted by Donna Lawson*

If you would like to know your body composition, hormone levels and bone health, this Clinical Research Study might be right for you. Endocrine Section at the Salem VAMC is investigating the effect of age and body composition (namely muscle and fat) on body production of growth hormone and testosterone in male subjects of different ages and body weights.

The study is open to Veterans, non-Veterans, and anyone who meets the criteria below.

To participate, you must:

- ♦ Be a healthy male between 30-49 or more than 60 years old, (African American 20 years and older)
- ♦ Not take any long-term medication
- ♦ Be free of any acute or chronic medical or psychiatric disorder
- ♦ Willing to devote 2.5 days (7 h) within a 4 week period to the project

Your Benefits:

- ♦ Complete routine laboratory testing
- ♦ Body composition assessment by state-of-the-art methods.
- ♦ Non-invasive cardiovascular assessment
- ♦ \$ 250.00 for study participation

For more information, call Endocrine Research—(540) 982-2463 ext. 1534 or 1510.





## BENEFICIARY TRAVEL MILEAGE REIMBURSEMENT

**CHANGE EFFECTIVE APRIL 15, 2012**

Salem VAMC is changing beneficiary travel mileage reimbursement from a cash reimbursement process to an electronic funds transfer (EFT) process (direct deposit to your bank), or a Treasury Check. We are making this change to better serve Veterans:

- ♦ Security of Funds (Electronic vs. Cash)
- ♦ Saves resources better spent on Veterans
- ♦ Consistent with practices used by VBA and Social Security Reduces Fraud, Eliminates Lost Checks, Ensures Address is Current, Reduces Duplicate Payments

Please complete and sign **Form SF-3881** before April 15, 2012; forms are available:

- ♦ From the Travel Office
- ♦ From the clinics
- ♦ From our website [www.salem.va.gov](http://www.salem.va.gov)

Once you complete and sign the form:

- ♦ Drop off in secure box at Travel Office (or)
- ♦ Mail to Salem VAMC (04A); 1970 Roanoke Blvd.; Salem, VA 24153 (or)
- ♦ Fax to (540) 855-5022

Once enrolled, after you submit your travel claims:

- ♦ Direct deposits (EFT) will be received within 14 days
- ♦ Reimbursement checks will be received within 21 days

Emergencies or exceptions will be handled on a case-by-case basis; cash disbursements will be limited to a maximum of \$25 per trip, and require the Veteran to complete the SF-3881 for future reimbursements. Please call (540) 982-2463, ext. 1032 with questions.



## PHARMACY WINDOW REFILL POLICY CHANGE EFFECTIVE APRIL 2, 2012

*Submitted by Francine Farnsworth, PharmD, BCPS, CPE*

One of the recent changes set forth by the Salem VAMC Pharmacy Redesign Workshop was to evaluate ways to increase distribution efficiency in the Pharmacy while keeping a Veteran-centered approach. Review and implementation of the Pharmacy window refill policy and procedures were the focus of the latest charter.

Effective Monday, April 2, 2012, the Outpatient Pharmacy will restrict window prescription refills/pick-up. The window service will primarily be reserved for:

- ♦ Veterans who urgently need to begin a new prescription.
- ♦ Veterans discharged from the Emergency Department.
- ♦ Veterans discharged from Inpatient status.

Others will be triaged on a case-by-case basis as they present to the Consult Room Pharmacist. The majority of prescriptions will be processed for mail through the Consolidated Mail Out Pharmacy (CMOP) in Charleston, SC. Utilizing our CMOP for routine refills will ensure our patients receive their prescriptions in a timely manner — the average time until a patient receives a prescription is 2.3 days (from order to doorstep).

Providers can help by ordering patients' medications for mail delivery. This will help ensure the best use of Pharmacy resources. Questions may be referred to (540) 982-2463, ext. 1216.



## ? ASK ETHEL?

The Integrated Ethics Committee poses a question each month in **Just the Facts**. Questions and answers beginning in March's issue will address resources available to employees and other ethical Issues in the workplace. Customer centered agencies, like Salem VAMC in which improved customer service is important to the overall mission of quality healthcare, tend to offer various opportunities for all employees which promote career and self growth. Answers will appear in the following month's issue. Employees are encouraged to submit questions to Ethics (122). Please include your name and extension if you want a personal response (all responses are confidential).



**March's Question:** What types of continuing education for employees are available at Salem VAMC?

**LDI: Leadership Development Institute** -- The LDI is a VISN-sponsored leadership program that is offered in partnership with the Employee Education System and with VISN 6's labor partners. LDI is designed to enhance the leadership development of high potential employees at HPDM Level III.

**MAP: Mid-Atlantic Advancement Program for Leadership** -- The VISN MAP program is to introduce highly effective HPDM Level 1 employees into becoming Level 2 leaders; to assist participants in tackling real life situations; and to retain our highly valued employees within our V6 succession pool. MAP runs from Oct through April, and is a didactic experience that is augmented by 1:1 mentoring. The curriculum targets the development of HPDM Level 2 leadership skills. The capstone of the program is its 6-week hands-on project that runs from May —June.

**NLD: Non-Supervisory Leadership Development Program** – The purpose of the VISN NLD program is to develop frontline leadership skills in a medical center's non-supervisory employees that function within both administrative and clinical positions. The goals of the NLD program are to: develop front-line leadership skills in non-supervisory employees using the principles of the HPDM Model and specifically the competencies at HPDM Level I; promote development or improvement of self-management skills; apply continuous assessment data to increase participant's understanding of inner self and work relationships; promote self-confidence; foster career development skills using mentoring opportunities that target construction & implementation of a personal development plan (PDP) that results in a behavioral resume or curriculum vitae deliverable; provide 1:1 mentoring experience; apply basic project management skills; provide a coaching environment to promote effective teamwork to achieve outcomes within the organization's Customer Service project; and acquire basic project presentation skills.

**How to Apply:** The application period for the three 2013 classes will be announced in Outlook, the Weekly Bulletin, Just the Facts, and the Salem/VISN web page. LDI and MAP applications must be submitted electronically (Outlook) and a hard copy to the Rod Hiduskey, HTM Coordinator. NLD applications are hard copy only.

**2012 Advance Classes:** Office of Employee Education has arranged with VA Learning University (VALU) monthly training and educational Advance classes throughout 2012. As of March, the classes approved from VALU can be found in Salem Events. Registration is only done through TMS. Advance classes are open to all permanent status employees, including TCF interns. Supervisor approval is required.

**April's Question:** What kinds of cultural awareness activities are available at Salem VAMC?



## SAFE PATIENT HANDLING (SPH) CORNER

*Submitted by Sonya Stokes, BSN, RN*

The Office of Nursing Service has implemented a Unit Peer Leader of the Month Campaign for 2012. Salem's winner for February 2012 is Julie Manico, MSPT, DPT, of PM&RS. Julie was awarded on April 5, 2012 by Sonya Stokes, RN, Safe Patient Handling Facility Coordinator, Dr. Lapuz, Director, and Jennifer Holland, Interim Associate Director Patient/Nursing Service. Congratulations Julie and job well done!



Dr. Lapuz, Director, and Jennifer Holland, Interim Associate Director Patient/Nursing Service. Congratulations Julie and job well done!

**SPH MARCH QUESTION:** "On average, how many nurses suffered from a back injury last year?"

**ANSWER:** According to ANA (Nursing World, 2011): The extent of musculoskeletal disorders among the U.S. nursing workforce is particularly distressing when considered in the context of a nursing shortage. 10,000-13,000 RNs have been injured annually since 1999, secondary to patient handling tasks in private and public sector health care facilities and other workplaces (BLS, 2011). Nurses forced to leave bedside care or the profession entirely exacerbates the shortage. 87% of nurses surveyed stated that safety concerns influenced their decision about the type of nursing they do and their continued practice in the field.

*\*These statistics do not include the number of other health care disciplines who incur MSDs during their career while providing hands-on patient care.*

**SPH APRIL QUESTION:** Do you know the name of the Unit Peer Leader in your area?

### SPH UNIT PEER LEADER: CHRISTY BAYNE

My name is Christy Bayne. I have worked in the Surgical Intensive Care at this facility for seven years as a Registered Nurse. I am also the Safe Patient Handling Unit Peer Leader for my area. I collaborate with various facility disciplines and the Safe Patient Handling Program Coordinator as we strive for creating a culture of safety for our employees as well as our patient population. Our shared goal is substantially reducing the on the job injury rates that occur while performing daily patient care tasks. We have made available to our staff a variety of innovative equipment that enables recruitment and retention of staff by decreasing time away from work from injury, and exhaustion from the normal wear and tear of push-pull effort used to care for many of our Veterans. I also maintain competencies of my peers regarding SPH equipment. If you have any questions regarding safe patient handling please contact me or one of the other safe patient handling peers or your program coordinator, Sonya Stokes.



## SAVE WATER AND ENERGY

*Submitted by Robert Rossbacher*

Do you see a water faucet dripping or a steam leak coming out of a pipe? Send an email to [robert.rossbacher@va.gov](mailto:robert.rossbacher@va.gov) so it can be repaired, saving water and energy.

One constant drip from a faucet can waste over 6,000 gallons a year. Steam leaks and hot water leaks waste water and energy. We have been reducing our water usage for the past two years — keep up the good work!





## APRIL IS “BE INVOLVED IN YOUR HEALTH CARE” MONTH

*Submitted by Dr. Shannon Cohen, PhD, APRN, BC, FNP*

One way you can make sure you receive good quality health care is to be an active member of your health care team. Patients who talk with their health care providers tend to be happier with their care and have better medical results.

**Before Your Appointment:** Bring all the medicines you take to your appointment including prescription medicines, non-prescription medicines, such as aspirin or antacids, vitamins, and dietary or herbal supplements. Write down the questions you have for the visit. Keep a list of your medical conditions and surgeries.

**During Your Appointment:** Explain your symptoms, health history, and any problems with medicines you have taken in the past. Ask questions to make sure you understand what your health care provider is telling you. Let your health care team know if you are worried about being able to follow instructions. If you need a test, ask how the test is done, how it will feel, what you need to do to get ready for it, and how you will get the results.

**After Your Appointment:** If you forget or realize you do not understand the instructions after you get home, call your health care team. If your symptoms get worse or if you have problems after your appointment, call your clinic. *(Reminder: You can use Secure Messaging in My HealthVet to communicate with your health care team regarding non-emergent issues.)*



## MARCH WAS “BE SAFE” MONTH

*Article and photos submitted by Dr. Shannon Cohen, PhD, APRN, BC, FNP*

Veterans, employees, and visitors celebrated “Be safe” month with the Health Promotion and Disease Prevention Program, Salem VAMC Police Department, and the Patient Safety Program on March 8, 2012. We provided information on a variety of topics including: medication safety, limiting alcohol, road safety, gun storage safety, falls prevention, and avoiding sexually transmitted disease. Sgt Knapp and McGruff the crime dog (aka Sgt McGlothlin) supplied free gun safety locks for Veterans, and the mental health department supplied stress balls with the suicide prevention hotline number on them.



Pictured (left to right): McGruff and Hazel Popp; McGruff and Carol Sayre; Dr. Cohen, McGruff, and Dr. Sarah Hartley; McGruff and Shane Cramer.

**VETERANS: Are you enrolled for VA health care? Did you know you can enroll online at [www.va.gov](http://www.va.gov)? Go to the site under the “Quick List” and click on Veterans On-Line Application.**

## MOVE PROMO IN MARCH

Submitted by Dr. Shannon Cohen, PhD, APRN, BC, FNP

Dr. Shannon Cohen and Dr. Sarah Hartley (*in photo on left*) from the Health Promotion Disease Prevention Program and Kara Kielmeyer (*in photo on right*), registered dietitian, provided information about the MOVE weight management program and the MOVE telehealth program for Veterans on March 21, 2012. The group shared information on nutrition, exercise, and weight loss.

Watch the Salem website for more information and activities on moving and eating healthy. Be sure to sign up for the VA 2K Walk and Roll on May 16th!



## MARCH WAS SOCIAL WORK MONTH

Submitted by Tim Woodrum, Chief, Social Work

March is celebrated nationally as Social Work Month; the theme for this year was "Social Work Matters." Locally, Salem VAMC'S Social Work Service marked the occasion at their March staff meeting with the presentation of three special awards. "Friends of Social Work" awards were presented to:

**Sandra Albery** for her fine help in Patient's Funds.

**David "Super-Dave" Collins** for his eager support from FMS (*in photo on right*).

**The SWS Above and Beyond Award went to** Diane McMichael, LCSW for her many years of coordinating MSW student internships here at Salem. Diane has guided over 180 successful field placements and helped shape the future of many of our current Social Work staff.



## LET'S BE FRIENDS! SALEM VAMC USES SOCIAL MEDIA TO REACH OUT TO VETERANS

Salem VAMC uses social media to reach Veterans and their families. At last count our Facebook page had 435 likes and our Twitter account had 94 followers. We expect the program to enhance the relationship Veterans have with us, and provide them with news about events, clinics and other resources.

The hope is that Veterans who are not enrolled in the VA health care system will use these social media sites to find out about their eligibility for care and attend screening events that our Rural Health Team organizes in Southwest Virginia.

Veterans are also encouraged to use a secure online site called MyHealtheVet that allows registered patients to view their lab results, refill prescriptions, check their appointments, and communicate with their health care team through secure messaging.

Links to all three of these sites can be found at [www.salem.va.gov](http://www.salem.va.gov).





## FACILITY ENHANCEMENTS/CONSTRUCTION NEWS

*Submitted by Wayne Johnson, FMS*

At Salem, we are in for a very interesting construction year as warm weather approaches and excavations begin for some substantial construction projects! Of particular note will be initiation of construction of the Building 8 Addition in the East Courtyard for Mental Health Service Line (MHSL). Another very interesting project will replace the two existing water towers with a new modern tower providing everyday use as well as mandated emergency water storage.

Several building and building system renovation projects will continue during the April/May timeframe including:

- ♦ Renovation of Building 7, 2nd floor for MHSL: Will be completed during the spring timeframe.
- ♦ New Education Center in Building 75: Work will resume after completion of a contract supplemental agreement for finish changes and audio/visual enhancements.
- ♦ Community Living Center Dining Room Addition: Construction procurement has initiated.
- ♦ Roof work on Buildings 143 and 144 (Chapel): Awaiting delivery of slate prior to completion.
- ♦ Buildings 74/75 basement corridor floor finish: Funds have been received for a supplemental agreement. The contract change is in process.
- ♦ HVAC System Replacement in Building 12: Work will continue.
- ♦ Replace HVAC System in Building 74: Construction procurement has initiated.

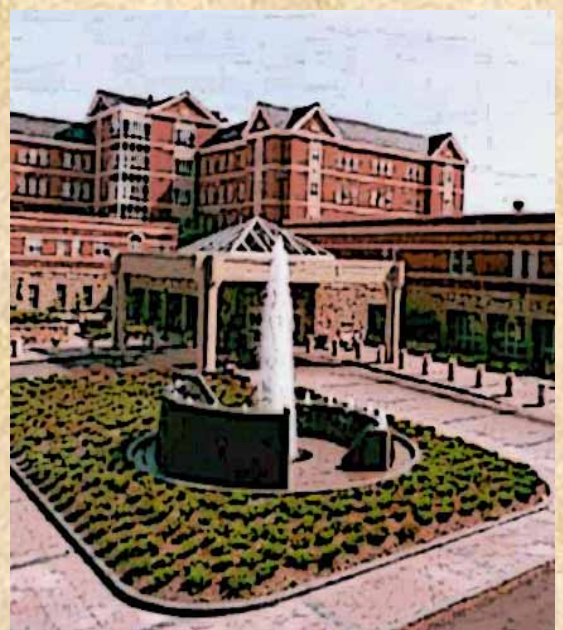
Several energy or site-wide utility projects are also in various stages and will continue to progress as noted below during the April/May timeframe:

- ♦ Energy Saving Improvements: Re-commissioning of Building 143 HVAC systems for more energy efficient operation is nearing completion. This Project also requires installation of a water valve and meter for Building 2 which requires a contract supplemental agreement.
- ♦ Additional energy conservation measures (light replacement, corridor roll-up doors, water heaters): Procurement of rollup doors is complete and other components of this project are in procurement.
- ♦ Upgrades to Emergency Electrical System: Construction procurement will continue.
- ♦ Replacement of Primary Electrical Feeders: Design effort will continue.
- ♦ Upgrade underground water distribution system: Construction procurement has initiated.
- ♦ Upgrade and Modernize Utility Plant: Design procurement will continue.

Procurement of construction for the site wide security fencing project will also continue during the April/May timeframe. Projects which have recently been substantially completed include:

- ♦ SPD Renovation for Scope Processing: Project is essentially complete, with some final work awaiting completion of a contract supplemental agreement.
- ♦ Accessible and private front entrance for Women's Health Clinic: Essentially complete with canopy installation and correction of a few construction deficiencies remaining.
- ♦ Renovation work in Building 76 for relocation of Research: Essentially complete.

We continue to request your patience as we work to improve patient care, security, and our environment at the Salem VAMC. As always, please help us in maintaining a safe environment by reporting any unsafe conditions. If you observe unsafe conditions, please immediately report details of the situation to Safety (Ext. 2292) or FMS (Ext. 2700).



## JOINT ACTIVE THREAT TRAINING

*Submitted by Dale Hendley, VISN 6 Lead Police Chief*



On March 6, 7, 13, 14, and 15, 2012 – Salem VA Police provided Active Threat (Commonly known as Active Shooter) training to 61 police officers from throughout the Roanoke Valley. The training was conducted in Building 17 and Building 25 at the Salem VA Medical Center. The training consisted of classroom training to go over responsibilities the officers would take in the event of a threat at the Salem VA Medical Center. Training also consisted of active team responses to armed assailants (both single and multiple offenders) by going room to room, down hallways, stairwells, and addressing multiple threats on several floors at the same time. The goal was to teach officers correct patterns of movement, target engagement, use of verbal judo, and communicating together as a team. The following agencies participated in the joint training event:

- Salem Veterans Affairs Police – 13 police officers
- City of Salem Police Department – 37 police officers
- City of Roanoke Police Department – 3 police officers (TFO)
- Roanoke County Police Department – 1 police officer (TFO)
- Virginia Department of Corrections – 1 police officer (TFO)
- Frederick County Police – 1 police officer (TFO)
- United States Marshal's Service – 4 deputies
- Department of Health and Human Services – 1 police officer

*Note: TFO – Task Force Officer assigned to the United States Marshal's Fugitive Task Force*

## DO YOU HAVE A BLIND SPOT WHEN IT COMES TO SAFETY?

*Submitted by Cary Schlitz, Industrial Hygienist*

It's a common problem. You go to the hardware store and buy some lumber, sheet rock, or plywood. Then you realize, all you have is a small car. How are you going to get the stuff home? Well, most people find a way to do it with minimal risk to those around them.

This fellow, however, seems to have a blind spot when it comes to safety. After tying these large panels of lattice to his car he drove off. Just like this. Windows blocked and everything. I'm guessing he popped his head out of the window like a dog to see where he was going, because there's no way he could see through his windshield.

Remember this the next time you're going to get some big items at the store. Don't block your view, make sure it's not too heavy for your car, ensure it's secure, and never, ever, rely on your own strength to hold something down while you're driving.







## COMPLIMENTS CORNER

- ♥ "I just want to relay a positive experience that an OEF/OIF/OND Veteran had his first time to Salem VAMC. He stated it was easier than he expected. He was escorted by **Lynn McGhee** of the Roanoke Vet Center to our facility where he filled out his 10-10EZ, then met with **Health Benefits** staff about enrollment. He then met with **Kathy Lynde** who screened him and placed the necessary consults for his care. He was very pleased."
- ♥ "I commend **Dr. Bonk** and **Dr. Dockery** for their professional abilities, techniques, and patient/physician skills. I had an accident in 2009 and they operated on my left ankle and leg numerous times in 2010. My care was fantastic and continues to this day. Being a 100% disabled Vietnam Veteran I have always gotten the best of care from everyone at the VAMC...please commend them for their dedication and skills."
- ♥ "I am pleased with the care **Dr. Lin** has given me. Since my procedure on December 15, I am a new man. All of the urological issues I had have been vastly improved, and I have not felt this well in a long time."
- ♥ "Thanks to the efforts and contributions for a successful office move. Hard work and quick response held achieve goals in a timely manner saving considerable time and expense. Thanks to: **Michael Richards, Anthony Richards, Herman Hartless, Timothy McCleary, Randy Hicks, Kenneth Meador, and William Woodfield.**"
- ♥ "**Ward 2-2 Nursing staff** are appreciated; that have really given our brother good care."
- ♥ "Let's all sing the praises of the Veterans hospital nurses. They, like nurses at all hospitals, have a busy, sometimes nasty and never easy shift. I'd like to make a clean and sober observation, everyone from the Lab has been wonderful, all those placed in the position to maintain the nursing duties on my floor have been great to say the least. I unfortunately have been in a lot of hospitals in the past 13 years and my experience with nurses tells me that the Salem VA got the cream of the crop. I can't speak for all but for me I'd like whoever it would matter to, to know that this crew up here on **Ward 4J** was very professional, at the same time they were friendly enough to make it enjoyable as a stay like this can be. Special thanks to **Pat, Lisa, Dorrin, and Star.**"
- ♥ "**Dr. Joseph Abate** is a very good Dental doctor; thorough on all his work and very good with the patients."
- ♥ "I would like to recognize **Naymon Mack** for all he has done for an Anticoagulation Clinic patient. This man lives alone in a rural area and did not want to give himself injections prior to surgery. Naymon arranged for him to stay in the hospital with the Day Surgery Clinic to administer his shots. This process has taken weeks with surgery scheduling, etc., and culminated this week, taking days to get it and everyone all lined up. I know it is his job but he has taken ownership and done an outstanding job. I look forward to working with him again... it is refreshing to find someone who works so hard."
- ♥ "I was discharged in January and everyone from the **ER** all the way up through discharge were so very good to me. Special thanks to **Mickey Thomas** in SICU and **Tina Howard** in the Recovery Room. They were kind to me and made me feel comfortable."
- ♥ "I am happy with **Dr. Abate** — good job. Also happy with **Debbie**; they do their jobs very well."
- ♥ "This is one top-notch facility. Everyone here has been nothing but professional."

## REPORTING SAFETY & QUALITY ISSUES

Submitted by Quality Management

Any employee of Salem VAMC may report safety and quality-of-care issues directly to the Joint

Commission, our accrediting agency. Concerns may be reported without retaliation or disciplinary action against the reporting employee. Reports may be reported to the Joint Commission through several means:

### Mail:

Division of Accreditation Operations  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60180

Phone: 1-800-994-6610

Fax: 1-630-792-5636

Email: [www.complaint@jointcommission.org](mailto:www.complaint@jointcommission.org)



## EVENTS CALENDAR—2012

Also see [www.salem.va.gov](http://www.salem.va.gov) Events Calendar and Employees can view Intranet Events Calendar

|           |  |
|-----------|--|
| Apr 1-13  | Nurses Week Essay Contest  |
| Apr 3-30  | Clothesline Project—Sexual Assault Awareness Month—in Main Lobby: Mental Health Counselors available 4/6 and 4/23 from 8a-3p with information and resources  |
| Apr 6     | Good Friday Service from 12-1p in the Chapel   |
| Apr 9     | National Former POW Recognition Day—Ceremony at 2p at the POW Monument in front of Building 143  |
| Apr 15-21 | National Volunteer Week<br>National Environmental Education Week   |
| Apr 16    | Employee Town Hall Meeting in the Auditorium from 11:30-12:30p   |
| Apr 20    | Sexual Assault Awareness Walk from 4:30-6:30p beginning in front of Auditorium (Building 5)  |
| Apr 20    | PVA Information in Main Lobby 10a-2p   |
| Apr 22-28 | Administrative Professionals Week<br>VA Research Week  |
| Apr 25    | Regional Veterans Job Fair from 9a-2p in the Auditorium (Building 5) - for Veterans Only   |
| Apr 26    | National VA Research Week Information display from 8a-4:30p in the main lobby  |
| Apr 26-27 | National VA Research Week Poster Display in the Auditorium (Building 5)  |
| May 16    | 2nd Annual National VA 2K Walk and Roll at 12:00 noon at the Salem VAMC Ball field Stadium (and at the Lynchburg CBOC)   |
| May 19    | 12th Annual Armed Forces Day Parade at 10a beginning at the Virginia Veterans Care Center and through the Salem VAMC campus. Sponsored by the VVCC, Salem VAMC, American Red Cross, Commando Supply, and Vabizic.com |

Be sure to check out our website

[www.salem.va.gov](http://www.salem.va.gov)

For events, articles, photos, this newsletter, and more!

### JUST THE FACTS

The newsletter is published around the 1st of each month.

If you have ideas for *Just the Facts* articles (250 words or less), photos, or suggestions, please contact Marian McConnell at (540) 982-2463, Ext. 1400; or email [vhassampublicaffairs@va.gov](mailto:vhassampublicaffairs@va.gov) at least 10 days before the first of the month.

Remember, you can read current and past issues on the Salem VAMC Intranet homepage.

*Disclaimer: We reserve the right to edit/condense articles and information as appropriate. We will make every attempt to notify the author(s) first.*

Posted online under "Resources" at:

[www.salem.va.gov](http://www.salem.va.gov)

